

San Francisco On-line



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A Report to the San Francisco Board of Supervisors

*Prepared by the
Controller's Information Services Division
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San Francisco On-line:

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San Francisco On-line describes a project-in-progress whose objective is to help achieve effective government through the use of modern information technology. With the introduction of new networking services, the City will have opportunities to:

- streamline City operations and information exchange through the use of **City-wide electronic mail**
- respond more effectively to citizen needs for services and information via the **Internet**
- pave the way for future technical advances and innovative public service delivery.

This summary has been prepared for the Board of Supervisors to report the status of a project initiated by the Controller's Information Services Division (ISD) in conjunction with the City's Electronic Information Processing Steering Committee (EIPSC).


The Project in Brief

Today, eight City departments are linked to the City-wide electronic mail (e-mail) system, and by early 1996 we hope to phase in all other departments who wish to participate. (A project timetable appears on pages five and six of this report.)

City-wide e-mail is intended to facilitate communication *within* City government. Once connected to the City system, a departmental user can exchange information with all other system users. This exchange may be in the form of informal messages keyed into the computer or "attached" electronic documents, such as correspondence and spreadsheets.

Beginning in August 1995, departments connected to the City e-mail system will be given the option to establish a link to Internet e-mail services. (The Internet is a widely-used global communications network and is described later in this document.) This service is intended to provide communication between City e-mail users and individuals and organizations *outside* the City. Thus, for example, City officials can "correspond" with their constituents or exchange information with outside agencies who also have access to the Internet.

With experience thus gained and basic systems in place, the City can expand its use of the Internet to provide public access to information about City services and



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The Project in Brief - continued

activities and to conduct research in specialized areas of interest, such as grants and legislation. The development of future Internet-based services will be guided by a City-wide task force sponsored by EIPSC.

The balance of this report describes more fully the nature of these emerging services and outlines key project activities and timetables. Specifically, this includes:

- Networking Services
- City-wide Electronic Mail
- The Internet
- City Use of the Internet
- Project Timetable
- Project Costs

Networking Services

"On-line" means being connected to a network, and networking is the basis for City-wide e-mail, the Internet, and a host of other systems which even now facilitate information sharing within the City and points beyond. Simply defined, a network consists of the elements required - wires, phone lines, equipment, software - to transmit information electronically. Today, nearly all City departments use networking services to some extent to access information within their own organizations, across departmental boundaries, and at regional and federal levels. Thus, departments have on-line access to City financial data, Police computers access crime data in Washington, D.C., and other departments subscribe to specialized legal data bases.

Networking changes the way people work together, and the promise of the newer network services described below is not only to increase productivity but to expand the City's capacity for collaborative efforts and shared knowledge.

City-wide Electronic Mail

City-wide e-mail allows its users to send information to all other users - individuals as well as work groups, a few departments as well as all departments. Each system user has access to a City-wide directory which is used to identify who is on the system and to establish specialized mailing lists. A single message or document can thus be transmitted to individuals City-wide or, selectively, to those serving on committees or multi-departmental teams.

City-wide Electronic Mail - continued

In addition to information which originates as an e-mail message or office automation product (letters and spreadsheets, for example), the e-mail system can transmit "external" documents that have been scanned into the computer or forwarded to the computer via fax machine. Once received, information can be filed and archived electronically for later retrieval or relegated to an electronic "trash can" - all this without creating a single paper document.

The Internet

The Internet is a global communications network consisting of many thousands of interconnected networks. Today, the Internet is used by more than 30 million people in over 200 countries, with a heavy concentration of users in the United States and California.

Originally developed by the U.S. Department of Defense to support "fail-safe" communications in the event of nuclear attack, it has evolved into a vast "network of networks" used by government and universities and, more recently, for commercial and public access ventures. Its popularity is reflected in the fact that it has doubled in size every year since 1988.

No one "owns" the Internet. Many of the networks which comprise it are subsidized by governments for education and research purposes; others are sponsored by private corporations to support commercial activities. Actual use of the Internet is now free, although its growing commercialization may lead to fees for certain services. The Internet Society, supported by various boards and councils, oversees Internet growth and establishes standards.

The Internet contains massive amounts of information on every conceivable subject. Discussion forums allow users to exchange information on topics ranging from cell biology to rap music. Research data is available for professionals such as lawyers, physicians, scientists. Federal government information includes U.S. census data and materials available from the Library of Congress. Private corporations use the Internet for advertising, market research, and as a response medium for their customers.

Accessing this formidable wealth of information is facilitated through the use of navigation paths, such as the World Wide Web. The Web, along with electronic mail, has emerged as one of the most popular Internet services. Likened in commercial terms to an electronic "storefront", Web sites are maintained by private companies, universities, and government jurisdictions to disseminate information about their products, services and activities.

City Use of the Internet

Access to Internet e-mail services is generally accepted, along with telephones and fax machines, as a basic communications resource. City departments will have the option to connect to Internet e-mail once they become part of the City's internal e-mail system. This will allow City users to exchange electronic mail with all other Internet e-mail users, including San Francisco citizens, officials in other states and local government agencies, and members of professional associations. Internet e-mail will be accessed and managed by the City user through the City's e-mail system.

As a potential future service, we believe that the City would also benefit from use of the Internet's World Wide Web service, which would provide an opportunity for departments to disseminate, through the Web, information about public services and activities. Thus the Purchaser could provide Requests for Proposals and bid specifications to the vendor community, and the Fire Marshall could "post" safety regulations. Taking a cue from the private sector, the City could also explore the use of electronic forms to obtain public feedback about the quality and level of satisfaction with City services - or, depending on security considerations associated with the use of credit cards, the payment of fees and licenses.

Establishing a presence on the Web is achieved through the use of a "home page", and a sample of San Francisco's master home page is included at the end of this document. Now in the development phase - or, in Web parlance, "under construction" - this will serve as a master index to other home pages developed by City departments and agencies to communicate information about their services and activities or to invite public comment.

With the exception of Internet e-mail, no Internet services will be offered through this project until we have first explored the many issues associated with use of the Internet. These include security*; the means to screen out inbound "infotrash" and unsolicited mail; development of appropriate use standards; and the extent to which the City may wish to rein in runaway access to myriad Internet databases and services. We must also consider the means by which departments may work cooperatively to identify pilot projects, establish common guidelines for future Internet services, and arrive at practical approaches to shared funding and expertise.

These matters will be taken up by the City's Internet Task Force to be established by EIPSC. The Task Force will have as its starting point the results of a City-wide survey (now in progress) intended to solicit departmental feedback on current and potential uses of the Internet. The Task Force will also serve as a forum for education and information exchange among departments.

* In order to safeguard data on the City's network, ISD will install a "firewall". This consists of specialized hardware and software which will prevent unauthorized access from the Internet.

Project Timetable

Key project activities and targeted completion dates are shown below. Actual completion times will depend on a number of variables such as departmental priorities and preparedness, equipment delivery, and competition for the services of the City's technical professionals who are also required to support other projects.

Departments initially identified for early City e-mail implementation (Group A) are those who moved out of City Hall earlier this year or who had submitted prior requests. Original schedules have been modified to reflect changing circumstances, and we expect further schedule changes as the project moves forward.

Task	Target Date
<u>City-wide E-mail</u>	
Develop overall plan, network strategy	Complete
Interview departments, define technical spec's	9/95 (partially complete)
Install/test central hardware, software	Complete
Start user training	7/95
Implement e-mail:	
<u>Group A-1</u>	Complete
Agriculture	
Adult Probation	
Controller	
DA/Family Support	
Juvenile Probation	
Purchaser	
Real Estate	
Retirement	
<u>Group A-2</u>	7-30-95
Airport	
Assessor	
Board of Supervisors	
CAO	

Project Timetable - continued

Task	Target Date
<u>Group A-2</u> - continued	7-30-95
Health Services	
Mayor (Vet's Bldg.,	
Community Development)	
PUC Departments	
Tax Collector	
<u>Group B</u>	10-31-95
City Planning	
Civil Service	
Fire	
Human Resources	
Mayor (OES)	
Public Health	
Public Works	
Social Services	
<u>Group C</u>	1-31-96
All other departments	

Internet E-mail

Select external service providers	Complete
Develop network strategy	Complete
Order central hardware, software	Complete
Activate security "firewall"	7-14-95
Test Internet access	7-21-95
Implement City-wide e-mail interface	7-21-95
Start user training	8/95
Start implementation	8/95

Other Internet Services

Conduct departmental Internet Survey	6/95
Convene City task force	8/95
Research opportunities, options	9/95
Identify pilot projects	10/95
Define standards, guidelines	1/96

Project Costs

Due largely to the nature of the technology involved, it is difficult to assign costs to these projects *per se* or to arrive at a one-time implementation or per user service charge:

- (1) The value of these newer networking services is that once established, the network will support multiple systems, not merely City e-mail or Internet access. For example, many of the network components put in place to support e-mail will also serve other City-wide applications, such as the new on-line financial system. Similarly, a personal computer procured to access the Internet can also support office automation. Therefore, many of the costs assigned here should in fact be spread across many projects - to the extent that this is realistic or practical.
- (2) Many departments have already installed, for other purposes, much of the equipment and software required for the networking services described here. In these cases, we can only capture "add on" costs.
- (3) Departments may choose from a number of networking options, using dial-up facilities, for example, rather than dedicated phone lines. Cost items are thus not consistent across departments or users.
- (4) Finally, we have not yet interviewed all departments to determine their specific circumstances and therefore can only estimate the base equipment and software already in place and the networking option a given department may ultimately select.

The estimates below are an initial rough cut, subject to modification. Costs shown are for all City departments as well as ISD. Specific costs for a given department will be refined as a result of information obtained through the interview process. In future updates on this project, we will provide revised estimates which show funds budgeted versus expended.

City-wide E-mail Cost Estimates

- Start-up cost \$600,000
Includes:
 - Software license fees
 - Hardware
 - Phone lines
 - Training
 - Staff
- Annual recurring cost \$170,000
Includes:
 - Hardware maintenance
 - License upgrades
 - Phone lines

Project Costs - continuedInternet Cost Estimates

- Start-up cost \$172,388
Includes:
 - Hardware
 - Phone line
 - Staff
 - External service providers

- Annual recurring cost* \$98,807
Includes:
 - Hardware maintenance
 - External service providers
 - Phone line
 - Staff**

* Please note that actual use of the Internet is free. Recurring costs are for the communication links and external service providers required to maintain access to the Internet.

** An Internet specialist is included in these costs, anticipating the City's decision to make public service information available through the Internet Web. This specialist will be hired to support future Internet services, and these staffing costs are thus not truly a part of planned Internet e-mail.

End Note

As the project progresses, we will provide continuing updates. Questions about this project may be addressed to Judy Johnston, Director, Controller's Information Services Division, 554-0801.



Welcome to San Francisco's Home Page!



This site is under construction; there will be more active functions in the next few months. We will be adding pages for various City Departments. In the meantime, here are some interesting CitySites you may want to visit:

★ You will find a lot of interesting information on San Francisco at the [San Francisco State University Gopher](#) site.

★ CITYWATCH - [San Francisco's Community Television Station](#). This site is providing public meeting notices, Board of Supervisor's meeting information and information on some City Departments.

★ Transportation Information can be found at two sites. [MUNI Information](#) and [Bay Area Information](#) is available. The [San Francisco Transportation Commission](#) provides information on their activities.

★ The [San Francisco Unified School District](#) has an interesting site. Read articles written by San Francisco students, faculty and staff. Browse some of the special projects going on at the various schools. Check it out!



Take a trip to the museum! The California Academy of Sciences and the Exploratorium are two exciting sites.

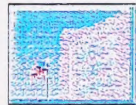


Surfing the Net? Why not visit us in person? CityLink: San Francisco will show you the way, from places to stay to things to see!

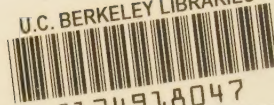
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